Multiple HCPS Students Accessing itslearning on a Shared Device

If you have more than one HCPS student sharing the same device, follow these steps:

**Student #1**

1. **Using an Internet browser (Chrome recommended) Navigate to** start.hcps.org **and select the itslearning tile**

2. **Login with HCPS credentials**
   - **Pk-2** username = StudentID@student.hcps.org / HCPS network password
   - **3-12** username = Username@hcps.org / HCPS network password
   - *Contact user.support@hcps.org if you do not know your child’s username or password*

3. **At end of session, Sign out of itslearning and close the Internet browser**

**Student #2, 3, etc**

1. **Close** any open Internet browsers. **Open a new Internet browser (Chrome recommended)**

2. **Navigate to** start.hcps.org **and select the itslearning tile**
3. **Login** with HCPS credentials (if previous student's credentials are shown, delete them using the X)
   - **Pk-2** username = StudentID@student.hcps.org / HCPS network password
   - **3-12** username = Username@hcps.org / HCPS network password
   *Contact [user.support@hcps.org](mailto:user.support@hcps.org) if you do not know your child’s username or password*

4. At end of session, **Sign out** of itslearning and **close** the Internet browser

Troubleshooting: Student is not logged out, even after closing the internet browser

1. **Clear** the Internet browser's **cache**
2. **Clear the internet browser’s History**

3. **Use an incognito window**

4. **Use a different internet browser (ie. Edge, Safari)**

5. **Switch Account** (if different user profiles are set up on the device)